

# Operational Improvement Initiatives

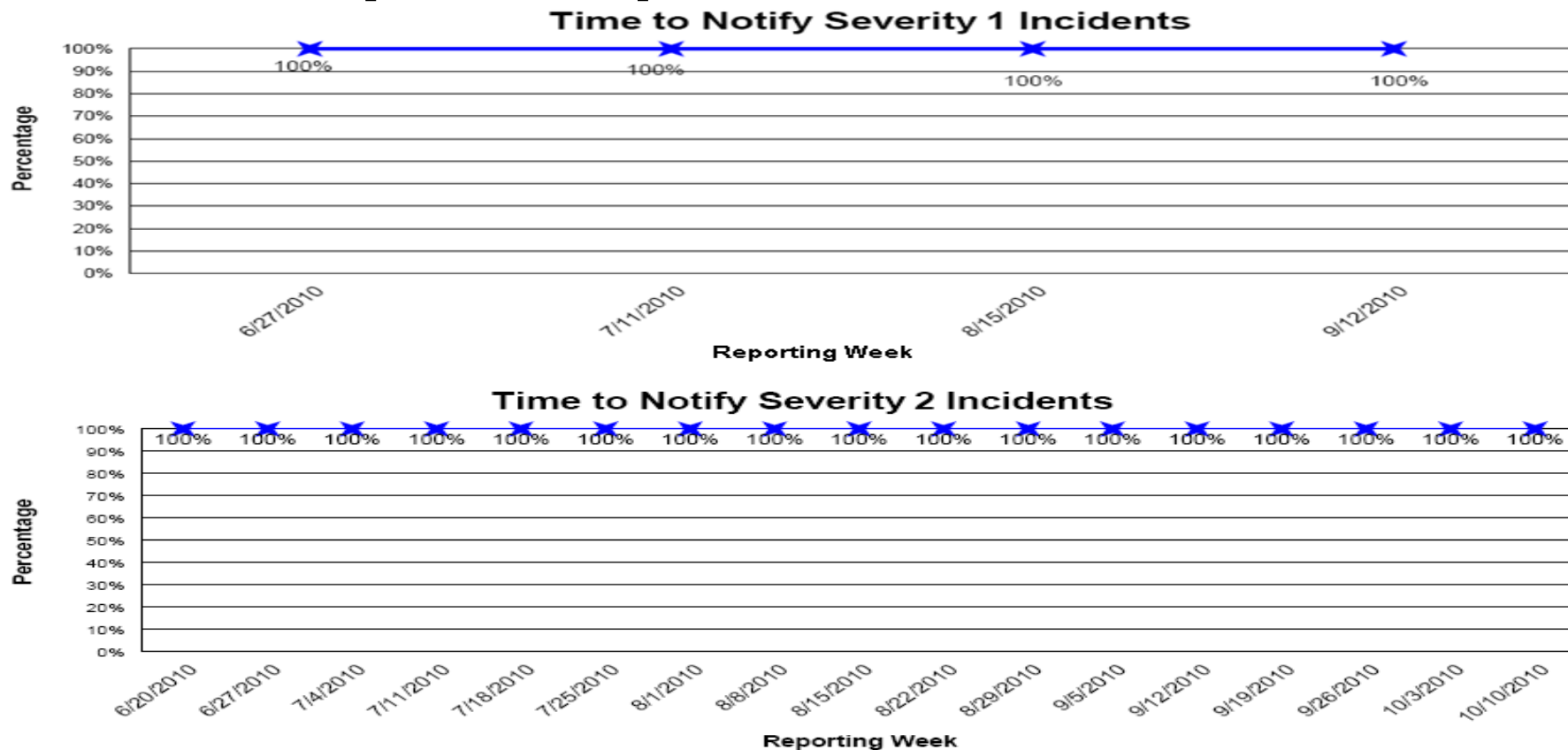
# Operational Improvements

- Rapid Response Team
- Agency Technical Empowerment
- PC Depot
- Expedited PC Replacement Shipping
- Help Desk Re-design
- Inventory and Billing Disputes
- Inventory and Billing Errors
- Storage Management
- Work Request Process Re-design
- Work Request and Procurement Times

# Rapid Response Team

- Provides timely support and communications to resolve severity 1 and 2 incidents
- Goal
  - Notify agency within 15 minutes of incident diagnosis
  - Provide immediate access to technical resources

# Rapid Response Team - Metrics



- 91 incidents notified to agencies since reporting began in June
- All notified within 15 minutes of incident diagnosis

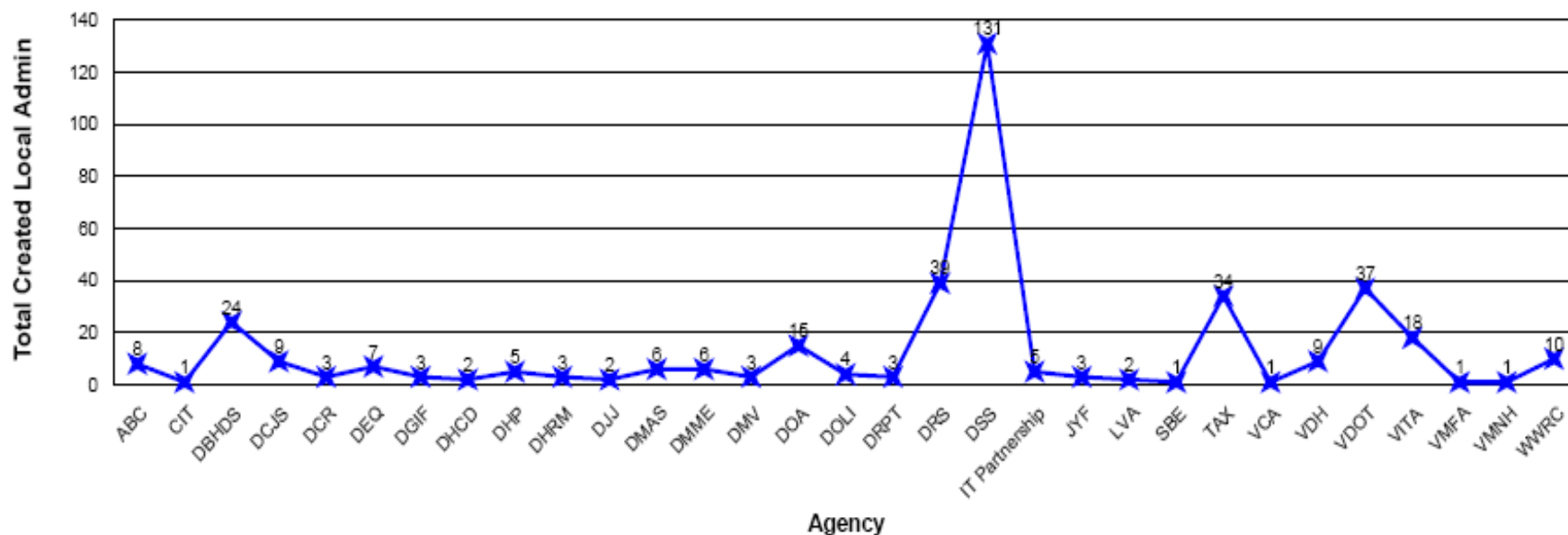
***Rapid focus, timely response and communications***

# Agency Technical Empowerment

- Provides administrative rights for agency IT staff to better support business needs
- Goal
  - Provide local admin rights to PCs upon request
  - Provide server admin rights to servers upon request

# Agency Technical Empowerment - Metrics

Total Created Local Admin by Agency



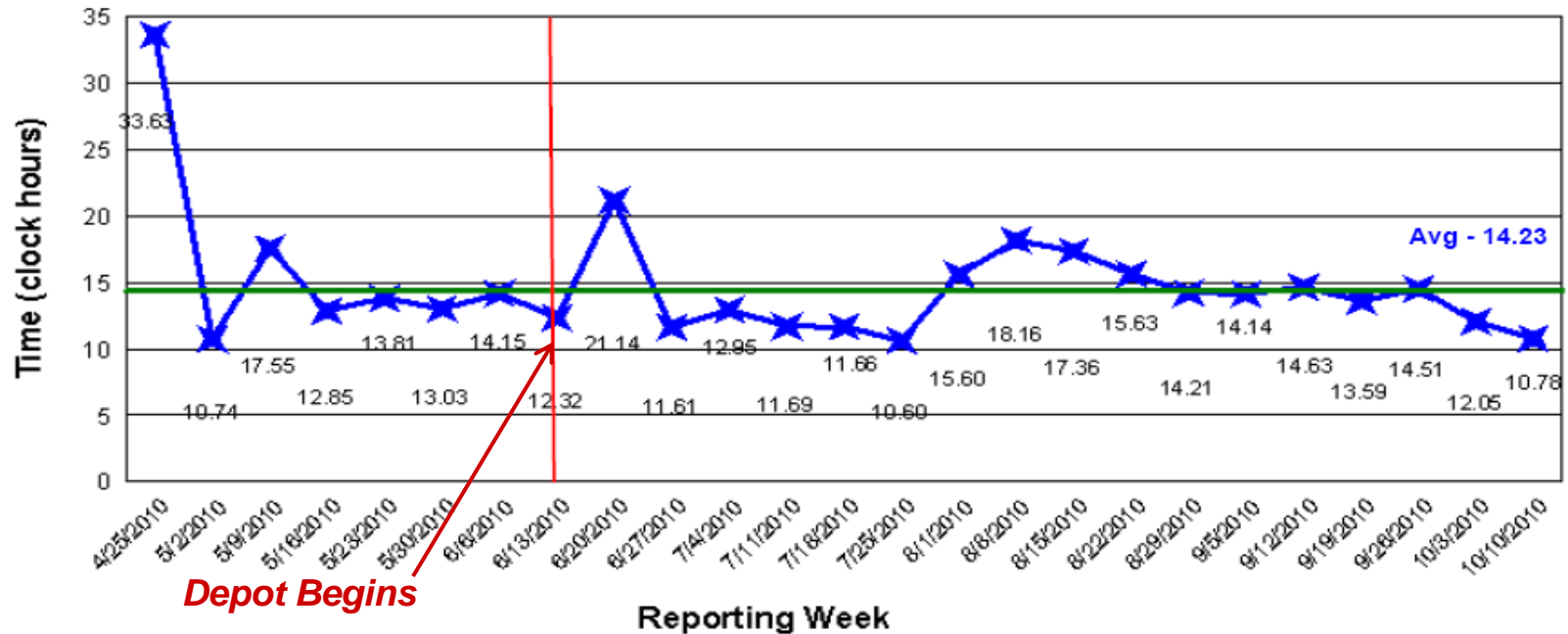
***Providing agencies admin rights where needed to meet business needs***

# PC Depot

- Reduces repair time of PCs by having a replacement supply of equipment available
- Goal
  - Replacement in 24 hours in the metro Richmond, Hampton Roads, NoVA areas
  - Other locations within 48 hours

# PC Depot - Metrics

Mean Time to Repair for PC Hardware Incidents



- Averaging approx 14 clock hours to repair PC hardware issues

***Depots are reducing repair time of PCs***



# Expedited PC Shipping

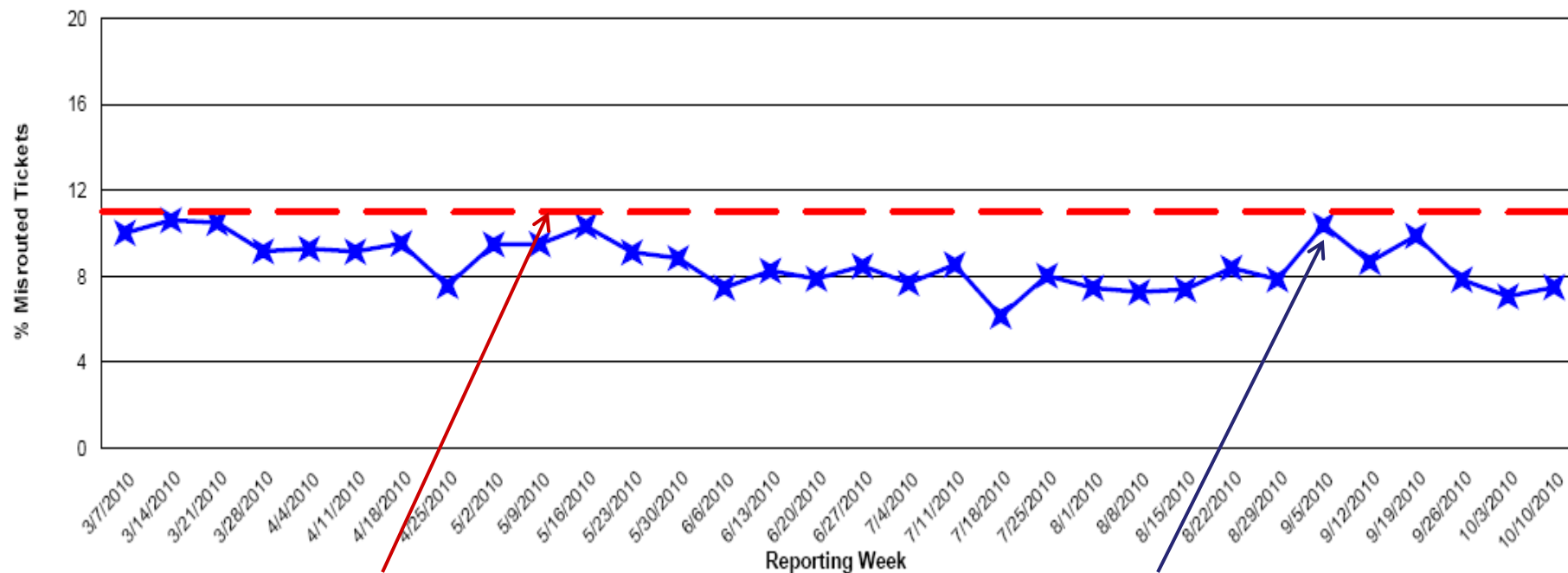
- Ships replacement PCs on request for employees at remote locations, including homes
- Goal
  - Delivery of proposal to VITA by end of Oct 2010

# Help Desk Re-Design

- Changes in staffing models, procedures and quality assurance reviews at the VCCC to continuously improve the service we are providing
- Goal
  - Decrease misrouted tickets while improving the quality of ticket resolution
  - Decrease re-worked tickets while improving the quality of ticket resolution

# Help Desk Re-Design - Metrics

## Misrouted Tickets

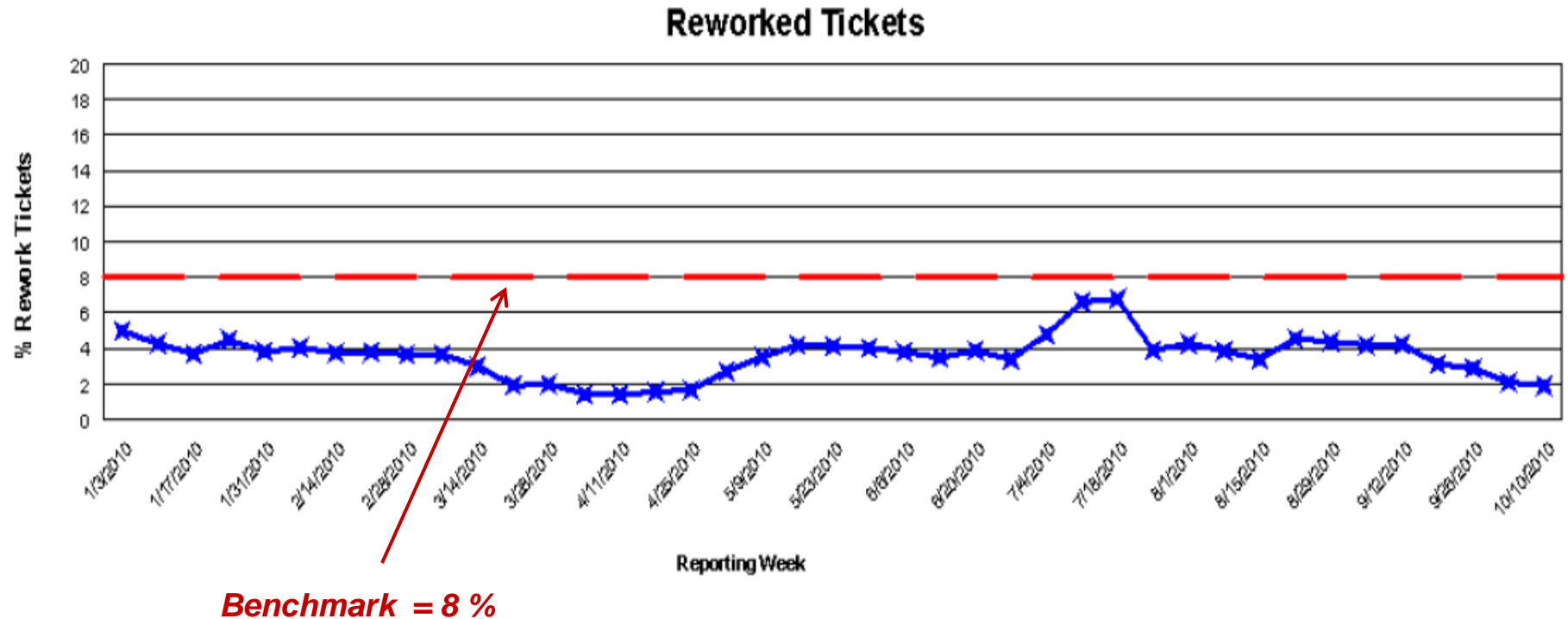


**Benchmark = 10 %**

**Re-advertised process**

**Misrouted tickets continue to remain below target benchmark**

# Help Desk Re-Design - Metrics



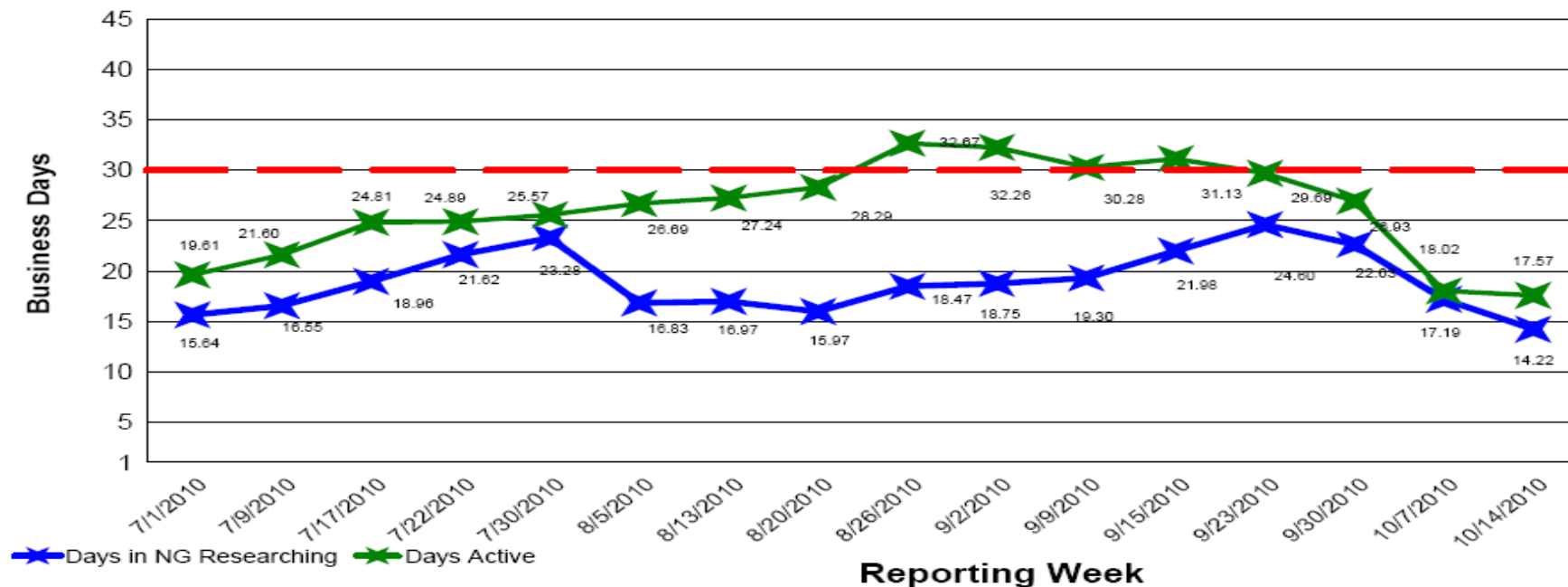
***Reworked tickets continue to remain below target benchmark***

# Inventory and Billing Disputes

- Puts an IT corrections process in place to formalize request, routing and resolution of billing disputes
- Goal
  - Ensure billing dispute resolution remains a priority
  - Commit to addressing Northrop Grumman actions within a 30-day period

# Inventory and Billing Disputes - Metrics

Average Time That Active Billing Disputes Have Been Open

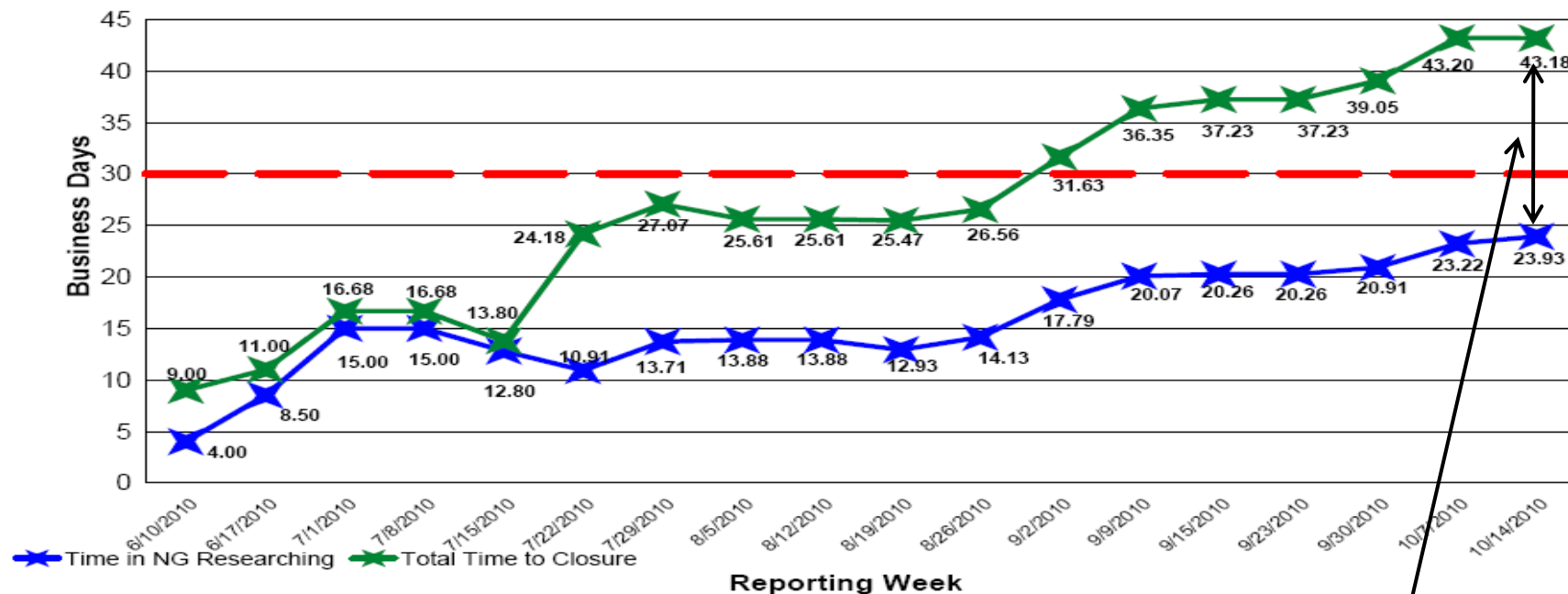


- 89 open billing disputes in process as of 10/14
- Added additional staff in late Sept – Oct to expedite dispute resolution

**Ensuring staffing levels are maintained to meet performance target**

# Inventory and Billing Disputes - Metrics

Average Time To Resolve Billing Disputes



- 48 billing disputes have been CLOSED as of 10/14
- Days between Northrop Grumman research complete and dispute closure allows changes to be validated in the next bill

**Performing closure activities within 30 day period**

# Inventory and Billing Errors

- Tracks inventory quantity errors identified by agencies through billing disputes
- Goal
  - Reduce billing related errors
  - Implements new asset verification process

***Reporting metrics are still being developed***



# Work Request Process Re-Design

- Ensures timely, effective solution proposals delivered to agencies
- Goal
  - Improve and implement process changes to reduce backlog of work
  - Defining most frequently requested services as standard products for service catalog
  - Piloting 10 standard forms and templates

# Work Request Process Re-Design - Status

## New Processes Are in Place:

1. Standard Work Request Forms
  - Piloting or using initial 10 forms
  - Developing next 10 forms
2. Custom (design & build) Work Request
  - Agencies provide complete business/functional requirements
  - NG provides cost estimate to complete design and implement
  - Agency approves funding (NTP) to complete design
  - NG provides design with SOW/proposal
  - Agency approves implementation (NTP)
  - NG builds and implements design

| Form                                   | Status                           |
|--|----------------------------------|
| ABC Managed Router & Firewall          | In Production                    |
| Managed Router                         | Ready to Pilot                   |
| Managed Firewall                       | Piloted at DJJ—in production     |
| Site to Site VPN                       | Pilot with VITA/Dickenson County |
| Wireless Network Service (New)         | Piloted at VEC—in production     |
| Wireless Network Service (Replacement) | Piloted at JYF—in production     |
| Software Installation                  | Piloted at DBHDS—in production   |
| Data Storage                           | Being finalized                  |
| Virtual Server Service                 | Piloting VDH                     |
| Infrastructure Labor                   | Piloted at ABC—in production     |

# Work Request and Procurement Processing Times

- Establishes work request and procurement processing times to improve delivery and execution
- Goal
  - Time to deliver – From requirements completion until delivery of the work proposal to VITA
  - Time to commence – From receipt of the notice to proceed to project kick-off meeting
  - Ordering time - From receipt of purchase orders in eVA to order placed by Northrop Grumman

***Reporting metrics are still being developed***

# Storage Management

- Provides guidance and how to information to better manage agency storage consumption
- Goal
  - Establish awareness of new storage offerings
  - Provide guidance on managing storage
  - Assist agencies in choosing the right tier(s) of storage

# Storage Management - Status

## Strategy has been defined:

- Communicate via existing communication vehicles:
  - ✓ AITR meetings
  - ✓ CIO Council meetings
  - ✓ CSLs
  - ✓ Leadership Communiqué
  - ✓ Network News
  - ✓ VITA website > AITR section
- Gather questions from agencies
- Develop series of mini-newsletters
- Conduct joint training sessions via webinars

***Look for storage tip sheets on the VITA website !***

# Storage Management – Tip Sheets

### Storage Management Tip Sheet

The Storage Management Tip Sheet has been developed to provide you with tools and information to better manage storage utilization at your agency. Please contact your Customer Service Lead (CSL) if you have any questions.

*This issue: Identifying what types of files are consuming storage is a valuable exercise in beginning to reduce storage needs.*

Sept. 30, 2010

#### Getting started...

**Identify what is consuming storage at your agency**

- File types – How much space is consumed or may not have valid business reason (.wma, .avi, .swf, .wmv, .exe)?
- Duplicate files – How much space is consumed by file and e-mail attachments sent to network that is also saved to local disk?
- Large files – How much space is consumed by applications from the Internet, version created by multiple users?
- Files that are archived – How long since accessed?

**Use free tools and utilities to help identify file types**

- Many free tools exist on the Internet. Review the credibility of the source of the tool and follow appropriate change. Some good examples of tools are:
  - UltraSearch
  - FileList
  - Tree Size
- Use command line utilities to find file types:
  - UNIX: "find" "du -k" "df -k"
  - Windows: Explore and Search

#### What you can expect next ...

- Storage Management Tip Sheets on topics such as choosing the right storage tier, etc.
- Invitations to attend meetings and webinars designed to provide guidance and practical information.
- Updates at the next AITR meeting on Oct. 20, 2010.

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### Storage Management Tip Sheet

*The Storage Management Tip Sheet has been developed to provide you with tools and information to better manage storage utilization at your agency. Please contact your Customer Service Lead (CSL) if you have any questions.*

*This issue: Migration of data to newer Tier 1 subsystems and Tier 2 will begin this month.*

Oct. 15, 2010

#### At a glance ...

- There are potential cost savings for agencies if the amount of storage used is reduced.
- Identify the owner of the types of files.
- Use free tools available to you.
- Develop storage by creating business routines to review.

#### At a glance ...

- Data migration begins now and will continue into the second quarter of 2011.
- Moving the data will require a brief outage; servers will be rebooted during an agreed maintenance window.
- Migration will not cause data loss. If data cannot be accessed properly upon server reboot, data will be redirected back to original subsystem.

### Commonwealth Enterprise Solutions Center (CESC) Infrastructure Upgrade Schedule


- Dates provided are for planning purposes and will be social.
- All work will be done during Saturday night/Sunday morning.

|  |  |
|--|--|
| Oct. 27, 2010                            | Meeting with agencies using mainframe<br>Time: 10 a.m.<br>Place: CESC, Room 1223<br>Contact: <a href="mailto:mike.shaffer@vita.virginia.gov">mike.shaffer@vita.virginia.gov</a> information if you cannot attend |
| Oct. 23-24, 2010                         | Storage area network (SAN) fabric upgrade<br>Agencies reduce/minimize processes  |
| Nov. 14, 2010                            | Tier 1 subsystem code upgrade<br>Agencies reduce/minimize processes<br>VITA network attached storage (NAS) upgrade   |
| Nov. 21, 2010                            | Tier 2 subsystems code upgrade<br>Agencies reduce/minimize processes   |
| Nov. 27-28, 2010                         | Tier 1 mainframe and server cutover<br>Dec. 5, 2010 fallback date  |
| Dec. 20, 2010                            | Begin Tier 2 cutover pilots (North)<br>Commence agency cutover based on requirements and agency discuss  |
| Jan. 9, 2011 through second quarter 2011 | Continue agency Tier 2 migration   |

#### For more information ...

To read more about data storage offerings, visit the AITR Resource website: [www.vita.virginia.gov/councils/default.aspx?id=12542](http://www.vita.virginia.gov/councils/default.aspx?id=12542)

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## Storage Tiers

# Storage Management Tip for Oct 15

- **Purpose:** Discusses refresh and upgrade of storage infrastructure and implementation of Tier 2 storage technology at CESC / SWESC
- **Facts:**
  - Mainframe and Server Storage at CESC & SWESC being refreshed
  - Data migration begins now and will continue into the second quarter of 2011
  - Moving the data will require a brief outage
  - Migration will preserve and maintain agency data



# Storage Management Tip for Oct 15

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• <i>Dates provided are for planning purposes and will be socialized with agencies</i></li> <li>• <i>All work will be done during Saturday night/Sunday morning maintenance windows</i></li> </ul> |  |
| <b>Oct. 27, 2010</b>  | <ul style="list-style-type: none"> <li>• Meeting with agencies using mainframe or Tiers 1 or 2               <ul style="list-style-type: none"> <li>• Time: 10 a.m.</li> <li>• Place: CESC, Room 1223</li> <li>• Contact: <a href="mailto:mike.shaffer@vita.virginia.gov">mike.shaffer@vita.virginia.gov</a> for dial-in information if you cannot attend in person</li> </ul> </li> </ul> |
| <b>Oct. 23-24, 2010</b>   | <ul style="list-style-type: none"> <li>• Storage area network (SAN) fabric switch upgrade</li> <li>• Agencies reduce/minimize processing</li> </ul>  |
| <b>Nov. 14, 2010</b>  | <ul style="list-style-type: none"> <li>• Tier 1 subsystem code upgrade</li> <li>• Agencies reduce/minimize processing</li> <li>• VITA network attached storage (NAS) unavailable</li> </ul>  |
| <b>Nov. 21, 2010</b>  | <ul style="list-style-type: none"> <li>• Tier 2 subsystems code upgrade</li> <li>• Agencies reduce/minimize processing</li> </ul>  |
| <b>Nov. 27-28, 2010</b>   | <ul style="list-style-type: none"> <li>• Tier 1 mainframe and server cutover to new disk</li> <li>• Dec. 5, 2010 fallback date</li> </ul>  |
| <b>Dec. 20, 2010</b>  | <ul style="list-style-type: none"> <li>• Begin Tier 2 cutover pilots (Northrop Grumman, VITA)</li> <li>• Commence agency cutover based on schedule requirements and agency discussion</li> </ul>   |
| <b>Jan. 9, 2011 through second quarter 2011</b>   | <ul style="list-style-type: none"> <li>• Continue agency Tier 2 migrations</li> </ul>  |